

CASE MANAGEMENT

UNIT CODE: SW/CU/CP/CR/04/6/A

Relationship to Occupational Standards

This unit addresses the Unit of Competency: conduct case management

Duration of Unit: 230 hours

Unit Description

This unit specifies the competencies required to conduct case management. It involves conducting intake process, assessing vulnerable child, formulating child protection plans, carrying out plans of action, monitoring and evaluating implementation plans. It also entails carrying out case closure and maintaining case management records.

Summary of Learning Outcomes

- 1 Conduct intake process
- 2 Assess vulnerable child
- 3 Formulate child protection plan
- 4 Carry out plans of action
- 5 Monitor and evaluate implementation plans
- 6 Carry out case closure
- 7 Maintain case management

Learning Outcomes, Content and Methods of Assessment

| Learning Outcome | Content | Methods of Assessment |
|-----------------------------|---|---|
| 1 Conduct intake process | <ul style="list-style-type: none">• Case management tools• Cases of children in need of care and protection and those in conflict with the law• Determination of immediate need of children | <ul style="list-style-type: none">• Observation• Case studies• Oral• Third party report |
| 2 Assess a vulnerable child | <ul style="list-style-type: none">• Legal instruments• Relevant laws and policies in child protection• Development of assessment plan• Identification and mobilization of assessment resources• Carrying out assessment• Assessment report | <ul style="list-style-type: none">• Written tests• Observation• Oral questioning• Third party report |

| | | |
|---|--|--|
| 3 Develop individual case plan | <ul style="list-style-type: none"> • Child protection policies • Identification of child abuse cases • Identification of required interventions • Development of performance indicators • Assessment of available resources • Creation of linkages and referrals • Development of implementation plan | <ul style="list-style-type: none"> • Written tests • Observation • Oral questions • Third party report |
| 4 Carry out plans of action | <ul style="list-style-type: none"> • Allocation of duties and responsibilities • Rescue operations and placement • Sensitization trainings and awareness • Linkages and referrals • Preparation and dissemination of report | <ul style="list-style-type: none"> • Written tests • Observation • Oral questions • Third party report |
| 5 Monitor and evaluate implementation plans | <ul style="list-style-type: none"> • Review of performance indicators • Monitoring and evaluation budget • Data collection and analysis <ul style="list-style-type: none"> • Routine data quality assessment • Monitoring and evaluation report • Case management review plans and recommendations | <ul style="list-style-type: none"> • Written tests • Observation • Oral questions • Third party report |
| 6 Carry out case closure | <ul style="list-style-type: none"> • Case disposal mechanisms • Referrals and linkages • After care services in child protection | <ul style="list-style-type: none"> • Written tests • Observation • Oral questions • Third party report |
| 7 Maintain case management records | <ul style="list-style-type: none"> • Child protection information management database • Performance of information management database | <ul style="list-style-type: none"> • Written tests • Observation • Oral questions |

| | | |
|--|---|--|
| | <ul style="list-style-type: none">• Information management database system review | <ul style="list-style-type: none">• Third party report |
|--|---|--|

Suggested Methods of Instruction:

- Direct instruction
- Project
- Case studies
- Field trips/site visits
- Discussions
- Demonstration by trainer
- Practice by the trainee

List of Recommended Resources:

- Computers
- SOPs
- Projectors
- Flip charts
- Stationary
- Relevant charts and journals
- Internet
- Relevant videos

easytvvet.com